

CALL CENTER SUPERVISOR

Department of Administration – Information Technology Management Division, Unified Call Center

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: Part of the Unified Call Center (UCC) management team, the Call Center Supervisor reports to the Call Center Operations and Analytics Manager and is responsible for supervising, training, and scheduling a team of professional customer service representatives who respond to requests for service and information from citizens, other departments, and City officials on a daily basis. The Call Center Supervisor plays a critical role in maintaining customer service excellence by monitoring UCC activities, using performance measures, and ensuring data integrity and accuracy. In addition, the person in this position assesses City operations by engaging in process mapping and reporting on call center metrics.

ESSENTIAL TASKS:

Unified Call Center (UCC) Supervision:

- Provides daily supervision of a team of professional call center phone agents (customer service representatives), including scheduling, managing workloads, and setting expectations for performance, production, accuracy, and customer service.
- Communicates City and call center policies and practices to customer service representatives.
- Analyzes call center metrics (acceptable average speed of answer, call scoring, and schedule adherence data) and uses call center technologies, including call monitoring, performance standards, call routing, and Interactive Voice Response (IVR) applications, to assess and improve the performance of call center agents.
- Monitors technology and data entry to ensure information integrity; implements required fixes.
- Builds a positive, highly motivated call center team by providing intermittent and on-the-job training in customer service best practices.
- Provides employees with guidance in handling difficult problems and resolving escalated citizen concerns.
- Reviews and reports on citizen complaints, requests for information and service, and suggestions regarding city services. Directs preparation of reports on customer service activities and city service delivery.
- As directed, works to update and respond to servicing departments' changing needs.

Unified Call Center (UCC) Support:

- Oversees general management of the UCC office.
- Provides operational goals; documents general policy guidance and specific directions when special support services are required.
- Monitors and evaluates office activities, implementing changes when necessary.
- Performs other duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in business administration, communications, or a related field from an accredited college or university.
2. Two years of experience in a lead role performing high-intensity customer service functions.
Equivalent combinations of education and experience may be considered.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Master's Degree in government, public affairs, urban policy, communications, or a related field.

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- Experience working for government or a non-profit agency.

IMPORTANT NOTE: College transcripts are required and must be received within three business days after the application period closes. College transcripts may be attached to the application, sent to staffinginfo@milwaukee.gov, or sent to Box CCS, Department of Employee Relations, City Hall, Room 706, 200 E Wells St, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- ♦ Knowledge of the principles and best practices for providing excellent customer service.
- ♦ Knowledge of call center management and technologies such as call monitoring, performance standards, call routing, Interactive Voice Response (IVR), and other functions.
- ♦ Knowledge of business and management principles, including continuous process improvement.
- ♦ Ability to effectively lead and supervise staff members engaged in customer service activities, including assigning and reviewing work; setting call center vision, goals, policies, expectations, and deadlines; monitoring employee performance; coaching, training, and team-building; and addressing employee problems.
- ♦ Ability to interview and rate job candidates.
- ♦ Ability to read and interpret work-related material.
- ♦ Oral communication skills.
- ♦ Written communication skills, including the ability to compose policies, correspondence, and reports.
- ♦ Ability to write scripts and processes related to government services and operations.
- ♦ Interpersonal, listening, conflict resolution, and complaint handling skills as well as the ability to build and maintain effective working relationships with diverse staff, City officials and managers, and the public.
- ♦ Ability to work independently, use good judgment, and make sound decisions.
- ♦ Ability to work in fast-paced team environment, remain positive and poised under pressure, and handle sensitive situations diplomatically and professionally.
- ♦ Analytical, problem-solving, and critical thinking skills.
- ♦ Data collection and analysis skills.
- ♦ Skill in using computer applications such as word processing, spreadsheet, and database software.
- ♦ Ability to effectively plan and organize work, manage multiple priorities, and accomplish goals in a timely manner.
- ♦ Honesty, integrity, and the ability to maintain confidentiality.

CURRENT PAY RANGE (1AX): \$44,194 - \$61,871 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **April 19, 2013**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.